(b) whether Government have prepared a road map in this regard, if so, the details thereof; and

(c) if answer to part (b) above be in the negative, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Yes, Sir.

(b) The demand for additional spectrum is met on case by case basis, after coordination, where necessary, with the existing users. In addition, necessary steps have been taken for providing alternate media like Optical Fiber Cable (OFC) for some of the existing wireless links, with the objective of releasing additional spectrum in relevant frequency bands.

(c) Does not arise in view of (b) above.

Grievance redressal mechanism of BSNL and MTNL

104. SHRI RAMA MUNI REDDY SIRIGIREDDY:
SHRI K. RAMA MOHANA RAO:

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that the recommendations of TRAI for setting up of Ombudsman for the telecom sector in August, 2004, have been rejected by Government;

(b) if so, the reasons therefor;

(c) whether it is a fact that the rejection is due to the availability of existing mechanism of holding Telephone Adalats of MTNL and BSNL; and

(d) if so, the details of Telephone Adalats held during the last three years, year-wise and State-wise, alongwith the number of public grievances attended to by them?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Yes, Sir.

(b) As per Telecom Regulatory Authority of India (TRAI) Act, 1997, the jurisdiction of Consumer Forum Courts has not been ousted. Any parallel

body without a legal stature cannot deliver the desired result. Further, the consumer complaints are of local in nature and therefore, office of Ombudsman has to be established across the length and breadth of the country, which is not a realistic proposition.

(c) No, Sir.

(d) The details of Telephone Adalats held by MTNL and BSNL for the period 01.01.2003 to 31.12.2004, are given in the statement (*See* below). The information in respect of the period 1.1.2005 to 31.12.2005 is being collected and will be laid on the Table of the House.

Statement

Details of Telephone Adalats Held by BSNL and MTNL from 1/1/2003 to 31/12/2004

Name of the Circles	Year	Number of Telephone Adalat held	Number of Cases received	Number of cases settled
1	2	3	4	5
A&N	1.1.03 to 31.12.03	1	14	13
	1.1.04 to 31.12.04	2	15	14
AP	1.1.03 to 31.12.03	136	195	195
	1.1.04 to 31.12.04	135	133	133
Assam	1.1.03 to 31.12.03	28	304	282
	1.1.04 to 31.12.04	19	129	113
Bihar	1.1.03 to 31.12.03	62	2575	2499
	1.1.04 to 31.12.04	64	3123	3076
Chhattisgarh	1.1.03 to 31.12.03	22	173	173
	1.1.04 to 31.12.04	32	144	144
MTNL Delhi	1.1.03 to 31.12.03	18	425	416(9 cases adjourned)
	1.1.04 to 31.12.04			

1	2	3	4	5
Gujarat	1.1.03 to 31.12.03	99	1094	1082
	1.1.04 to 31.12.04	99	860	852
Haryana	1.1.03 to 31.12.03	39	328	323
	1.1.04 to 31.12.04	48	400	378
H. P.	1.1.03 to 31.12.03	27	72	72
	1.1.04 to 31.12.04	34	175	175
J&K	1.1.03 to 31.12.03	11	171	161
	1.1.04 to 31.12.04	12	153	114
Jharkhand	1.1.03 to 31.12.03	9	357	357
	1.1.04 to 31.12.04	26	444	416
Karnataka	1.1.03 to 31.12.03	82	228	228
	1.1.04 to 31.12.04	88	200	200
Kerala	1.1.03 to 31.12.03	67	1117	952
	1.1.04 to 31.12.04	65	1153	1074
M.P.	1.1.03 to 31.12.03	170	570	570
	1.1.04 to 31.12.04	174	708	708
Maharashtra	1.1.03 to 31.12.03	138	1232	1186
(Incl. Goa)	1.1.04 to 31.12.04	148	1195	1127
North East	1.1.03 to 31.12.03	4	296	279
	1.1.04 to 31.12.04	9	93	85
Orissa	1.1.03 to 31.12.03	20	280	262
	1.1.04 to 31.12.04	58	868	825
Punjab (incl.	1.1.03 to 31.12.03	60	251	251
Chandigarh	1.1.04 to 31.12.04	68	211	211
Rajasthan	1.1.03 to 31.12.03	81	842	842
	1.1.04 to 31.12.04	87	856	851

1	2	3	4	5
Tamil Nadu (Incl. Pondicherry)	1.1.03 to 31.12.03	72	876	876
	1.1.04 to 31.12.04	76	807	807
UP (East)	1.1.03 to 31.12.03	169	3930	3930
	1.1.04 to 31.12.04	163	4693	4677
UP (West)	1.1.03 to 31.12.03	65	1154	1716
	1.1.04 to 31.12.04	67	1155	1147
Uttaranchal	1.1.03 to 31.12.03	19	256	254
	1.1.04 to 31.12.04	25	285	283
West Bengal (incl. Sikkim)	1.1.03 to 31.12.03	40	388	388
	1.1.04 to 31.12.04	34	468	468
Kolkata	1.1.03 to 31.12.03	10	133	133
Telephones	1.1.04 to 31.12.04	6	51	46
Chennai	1.1.03 to 31.12.03	28	446	446
	1.1.04 to 31.12.04	27	69	69
MTNL	1.1.03 to 31.12.03	87	1258	1258
Mumbai	1.1.04 to 31.12.04			

High congestion levels in telephone networks

105. SHRI C. PERUMAL: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether cellular operators are blaming lack of proper inter-connection with BSNL as the primary reason for high congestion levels;

(b) if so, the reasons for not providing proper connection by BSNL; and

(c) the steps taken to improve the situation?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) to (c) The provision and augmentation of